

**Education Appropriations Subcommittee:
January 26, 2011**

Dwight Carlson, Interim Administrator – 515-281-6731 – Dwight.carlson@iowa.gov

Matthew Coulter, Chief Financial Officer – 515-281-4093 – Matthew.coulter@iowa.gov

IOWA VOCATIONAL REHABILITATION SERVICES

Good morning. My name is Dwight Carlson, and I am the Interim Administrator of Iowa Vocational Rehabilitation Services (IVRS), a Division of the Department of Education. Joining me here today is Mr. Matt Coulter, Chief Financial Officer for IVRS.

Mr. Chair, Mr. Chair and committee members, thank you for the opportunity to respond to your request for information. Per the request, we will brief you on the following five areas:

- 1) Agency services and programs provided to Iowans with disabilities.
- 2) The intricacies of the federal/state Vocational Rehabilitation funding, non-federal match requirements, Maintenance of Effort requirements and potential penalties.
- 3) Review of past several years of declining state appropriations and the resulting negative impact.
- 4) Status of Client Waiting Lists.
- 5) Independent Living Program Information.

I will begin with a brief description of the Agency services and programs and Mr. Coulter will provide information regarding the funding streams, non-federal match requirements, Maintenance of Effort and the status of the client waiting lists. I will close our presentation by sharing information regarding the Independent Living Program.

Iowa Vocational Rehabilitation Services operates two major programs, Vocational Rehabilitation Services and Disability Determination Services.

Disability Determination Services is the Social Security Administration's Iowa Disability Determination Program we manage via a contract with the Social Security Administration. That program is 100% federally funded and brings approximately \$25 million in federal funds to Iowa. We have approximately 150 employees in that program and they adjudicate approximately 33,000 Social Security Disability Income and Supplemental Security Income claims per year.

Today we will concentrate our comments on the Vocational Rehabilitation Services program.

The vocational rehabilitation work of the Agency is providing services to persons with disabilities to achieve or maintain employment. These services may include but are not limited to assessment, diagnosis and treatment, vocational counseling and guidance, training, maintenance, transportation, personal assistant services, assistive technology, job placement, post-employment follow up and follow along and self-employment services for those clients wishing to start their own business. The Vocational Rehabilitation program is an eligibility program. Once it is determined a client is eligible for VR services an Individual Plan for Employment is developed and services leading to employment are begun.

Our staff of Vocational Rehabilitation Counselors and support staff are located in 43 locations across the state including the Jessie Parker Building located on the Capitol Complex. We cover all 99 counties and all high schools, community colleges and Regents institutions. Approximately 40% of our referrals come from these educational institutions.

We have contact with over 21,000 consumers per year and our caseload averages in excess of 13, 000 individuals. During Federal Fiscal Year 2010, 2,217 persons achieved employment and their cases were successfully closed.

Mr. Coulter will now brief you on the intricacies of the funding of the VR program.

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Vocational rehabilitation is a federal/state program with 78.7% federal and 21.3% state funding. This works out to \$3.69 of federal funds for every state dollar.

How do VR finances work?

The U.S. Department of Education receives a federal appropriation. The VR legislation includes annual increases for Cost of Living Allowance. This has averaged about 2% per year so the amount of funds available to Iowa increases each year. The funds are allotted to states by formula based on population and per capita income. Iowa generally receives about 1.1% of the national appropriation. For FFY 2011 this is estimated to be \$34,550,554. This is an estimate since the federal government is still operating under a continuing resolution. In Iowa the allotment is shared by IVRS and the Iowa Department for the Blind - 81% to 19%. The IVRS share of the grant is estimated to be \$27,985,949.

The state must provide “non-federal” matching funds to earn the federal funds. Again the ratio is 21.3% non-federal or state funds to 78.7% federal funds. IVRS must provide \$7,574,342 of state funds to earn all of the \$27,985,949 federal dollars available. State appropriations comprise the largest share of non-federal match; for 2011 this is \$5,034,636 or about 66% of the total needed. Other matching sources include contracts with school districts and other state agencies to provide specialized services for persons with disabilities. These other matching sources are budgeted to generate about \$858,000 this year or about 11% of the total needed.

This leaves a deficit of non-federal match of \$1,682,168 or about 22% of the total amount needed. This would earn \$6,215,334 of federal funds. The federal funds not earned by Iowa will be re-allotted to another VR agency in another state if IVRS or IDB cannot provide the required matching funds.

The VR program also includes a “Maintenance of Effort” or MOE requirement that each state maintain their level of match at or above previous fiscal year levels. MOE level for a fiscal year is calculated based on the non-federal expenditures, or match, reported on the last financial status report for the federal fiscal year two years previous to the current year. For example the MOE level for FFY 2011 must equal or exceed the level of match reported for FFY 2009. If MOE is not maintained there is a penalty. The penalty is that the federal grant award for the state is reduced by the amount of the shortfall. I expect our colleagues from the Iowa Department for the Blind will talk about the MOE waiver they sent to the federal government.

Let's look at the table.

The left side column contains descriptions for each row. Then there are columns representing federal fiscal years 2009, 2010, 2011 and 2012.

Row a. shows the total amount of federal funds allotted to IVRS each year.

Row b. shows the amount of non-federal match required to earn all of the federal funds.

Row c. shows the sources and amounts of non-federal match: Vocational Rehabilitation, Entrepreneurs with Disabilities, and other sources. These figures are subtotaled.

Row d. shows the federal funds earned by the available match dollars shown in Row c. These funds together with state appropriations and other revenues support the VR program.

The budget for FFY 2011 includes \$29,428,304 in revenues. Expenditure budgets include:

- 60% for personnel,
- 7% for operations costs,
- 1% for third-party contracts, and
- 32% for client case service costs.

Client case service costs are comprised of:

- 70% for training,
- 8% for assessments,
- 5% for placement services,
- 4% for diagnosis and treatment of physical and mental impairments,
- 2% for maintenance, and
- 11% for other services including home and vehicle modifications, and self-employment services.

Row e. shows the amount of federal funds NOT earned. These dollars will go to VR agencies in other states.

Row f. shows the deficit of non-federal match.

Row g. shows the total of non-federal match deficit and federal funds not earned.

Row h. shows the Maintenance of Effort deficit.

Row i. shows the number of additional clients that could be served if the dollars in the Total Funds Lost section became available. This represents the amount of case service dollars that would be used by the number of clients listed.

An average case takes 34 months from application to successful closure and requires about \$3,300 in case service costs. New referrals to IVRS averaged 591 per month and totaled 7,086. Closures averaged 591 per month and totaled 7,191 in 2010. 3,791 persons were moved into services from the waiting list during 2010.

Row j. represents the number of additional IVRS staff that would be required to serve the number of clients listed in row i. The ratio is roughly 100 clients per IVRS counseling staff.

Row k. shows an estimate of the number of additional successfully employed clients that we would expect to occur from the number of cases represented in row i.

Row l. shows an estimate of the amount of additional first year wages that would be earned by the number of successfully closed cases from row k.

Now let us look at the Waiting List graph.

IVRS has maintained waiting lists for clients since 2002. The blue columns represent clients who do not have severe disabilities. The red columns represent persons with severe disabilities and the green columns represent persons with the most severe disabilities. Federal regulations require that all persons with most severe disabilities be served before persons with severe disabilities or persons who do not have severe disabilities. The budget cuts in 2010 caused the waiting lists to grow as we dropped the caseload to the number that our counselors can serve and our budget can afford. Recently IVRS has been able to place more clients into services, however we are at a “sustainable” caseload right now and without additional resources for staff and case service expenses, the waiting list will likely continue to contain 3,000 or more lowans with disabilities.

Thank you.

IOWA CENTERS FOR INDEPENDENT LIVING

Centers for Independent Living promote the full participation of persons with disabilities as equal members of society and provide assistance to all persons, regardless of their disability, to develop the skills necessary for acquiring, maintaining and increasing their independence.

Services provided by the Centers may include but not be limited to peer support, skills training, advocacy, and referrals to other agencies which may be able to meet individuals' needs.

- There are seven Centers in Iowa located in Waterloo, Des Moines, Iowa City, Quad Cities, Council Bluffs, Oskaloosa and Sioux City.
- All Iowa Centers for Independent Living are 501C.3 non-profit organizations.
- Funding for the Centers is provided in the following ways:
 1. State appropriated funding from Iowa Vocational Rehabilitation Services;
 2. Federal funding - Title VII, Chapter 1, Rehabilitation Act of 1973:
Part B flows through IVRS to the Centers,
Part C flows directly to the Centers;
 3. Private donations and possible grants from other entities.

Central Iowa Center for Independent Living (CICIL) Issues:

The general terms of contracts between IVRS and the Centers specifies the Centers would only be reimbursed for allowable expenses in accordance with federal regulations. In addition, adequate supporting documentation was to be maintained for all expenses including salary and benefits, travel expenses, rent expense and all other business expenses included in the contract budget. All contracts state if any of the requirements were not complied with the reimbursement request would be denied.

On several occasions during fiscal year 2009, including an on-site visit in June 2009, IVRS requested documentation for CICIL's use of state appropriated and federal funding. Other communication occurred as follows:

- In November IVRS requested return of the state appropriated and federal funds within thirty days. Repayment was not received.

- December 5 - IVRS requested additional information to substantiate appropriate expenditure of the funding.
- January 4, 2010 – Following discussion with staff from the Attorney General's Office and the Auditor of State's Office, IVRS requested the Auditor of State conduct a review of CICIL for the July 1, 2008-June 30, 2009 fiscal year.
- February - The Auditor's work began, however CICIL personnel would not allow full access to records needed for the review.
- Auditor's field work was delayed for several months, but was resumed in June, 2010 following consultation with IVRS and CICIL legal counsel.

The following represents many of the issues identified and contained in the Auditor of State's report:

- State and federal funds not spent in compliance with the contracts.
- Expenditures not supported by sufficient documentation.
- Expenditures and documentation not in compliance with Title 34 of the Code of Federal Regulations.
- CICIL personnel restricted access to records requested by Auditors.
- CICIL personnel chose not to provide supporting documentation for the direct federal funding received by CICIL.
- The Auditors determined CICIL continued to be in non-compliance with three of the four findings noted in a June, 2008 review conducted by the United States Rehabilitation Services Administration.

In closing, you should have received an e-mail communication from our State Rehabilitation Council, providing VR program information and including an invitation to all legislators to attend the Council's reception from 7:00 – 9:00 a.m. on Tuesday, March 1 in the West Wing of the Capitol.

We thank you for the opportunity to visit with you today and we are ready to respond to any questions you may have.

Thank you.

To: Dwight Carlson
Interim Administrator
Iowa Vocational Rehabilitation Services
510 East 12th Street
Des Moines, Iowa 50319

From: Tony Bussan
1004 Bank St.
Webster City, Iowa 50595

Mr. Carlson,

How is it possible for a father to appropriately thank those who have provided his child an opportunity to become a productive citizen who is able to live a meaningful, independent and happy life? While I am certain to fall short of that goal, it is the purpose of my letter.

In April of 2009, after having utilized every resource known to us, my wife and I contacted Kenda Jochimsen of your staff. It was a most desperate plea for help for our daughter Rachel, who had been terminated during her initial training at Drake because they had "regrettably hired someone not right for the position". After independently earning a B.S. in English from Buena Vista University and graduating with a M.A. degree in library science from The University of Iowa in 2007, Rachel had spent 2 years interviewing around the country at numerous universities for a position. Drake had been the answer to endless prayers and nights of quiet desperation as my daughter remained at home, often depressed and distraught. You see while extremely intelligent, Rachel had always been "different" and never seemed to "fit". This had led us to extensive searches for assistance, counseling and support. This continued both during Rachel's undergraduate and graduate education. We showed up on Good Friday of 2009 after Kenda arranged for members of the staff to meet with us on an emergency basis. We were exhausted, physically, financially and emotionally. From that moment on we have been guided, supported and moved toward a future for my daughter.

That day in April of 2009 we met Debbie Grace, Rachel's advocate, and we believe guardian angel, along with many other DVRS staff. They made it clear that there would be no quick fixes, much hard work and a great deal of evaluation. But it was immediately clear that there would be great caring, support, instruction and a path leading to opportunities for her. Through DVRS we finally received the evaluations that led to an accurate diagnosis of Asperger's Syndrome, high functioning autism. Appropriate medical treatment, including adjustments to medication were obtained, psychological therapies found and over time, training provided. This included a year of work at the Department of Natural Resources.

It was during her training placement at the DNR that my daughter developed a sense of worth, acceptance and accomplishment. Through the support of Debbie Grace and that of the cooperating staff at the DNR, Rachel was able to use her skills and intelligence to create a searchable real estate database so that DNR staff could for the first time retrieve that data electronically. After that project, she began to design a searchable archive of digitized photos and documents. Rachel developed a working relationship with DNR staff and management. She conducted training of staff members in the utilization of the new databases. Her work was so valued that as her training period ended the DNR staff sought and obtained grants to keep her in the position. But the best was yet to come.

In August of 2010, my daughter successfully interviewed for and earned a position as a librarian assistant at the Iowa Commission for the Blind. She has finally achieved her life's dream of serving others as a librarian! You can only imagine the pride, the sense of personal satisfaction and the feeling of self-worth that has come with her work. Rachel lives independently in Des Moines and supports herself financially. She is making friends at work and has been asked to be on their softball and bowling teams. This was accomplished within a year and a half of work by your staff. My wife and I had spent twenty five years trying unsuccessfully to address Rachel's issues.

I can only compare what Kenda, Debbie and the rest of the staff of the DVRS have done for us to what a physician and medical staff may do for a family of a child facing cancer. My child's life was fading away in front of me and I was helpless to change the outcome until a group of caring professionals with the training and resources necessary gave us the treatment and hope necessary for her to have a future.

I find it no small coincidence that my daughter's current job serves those who face so many physical and emotional challenges. I believe this as it should be given the opportunity that has been offered her.

God truly works in mysterious ways. You people work miracles.

My family and I are forever grateful for your staff's service and professionalism.

Sincerely,

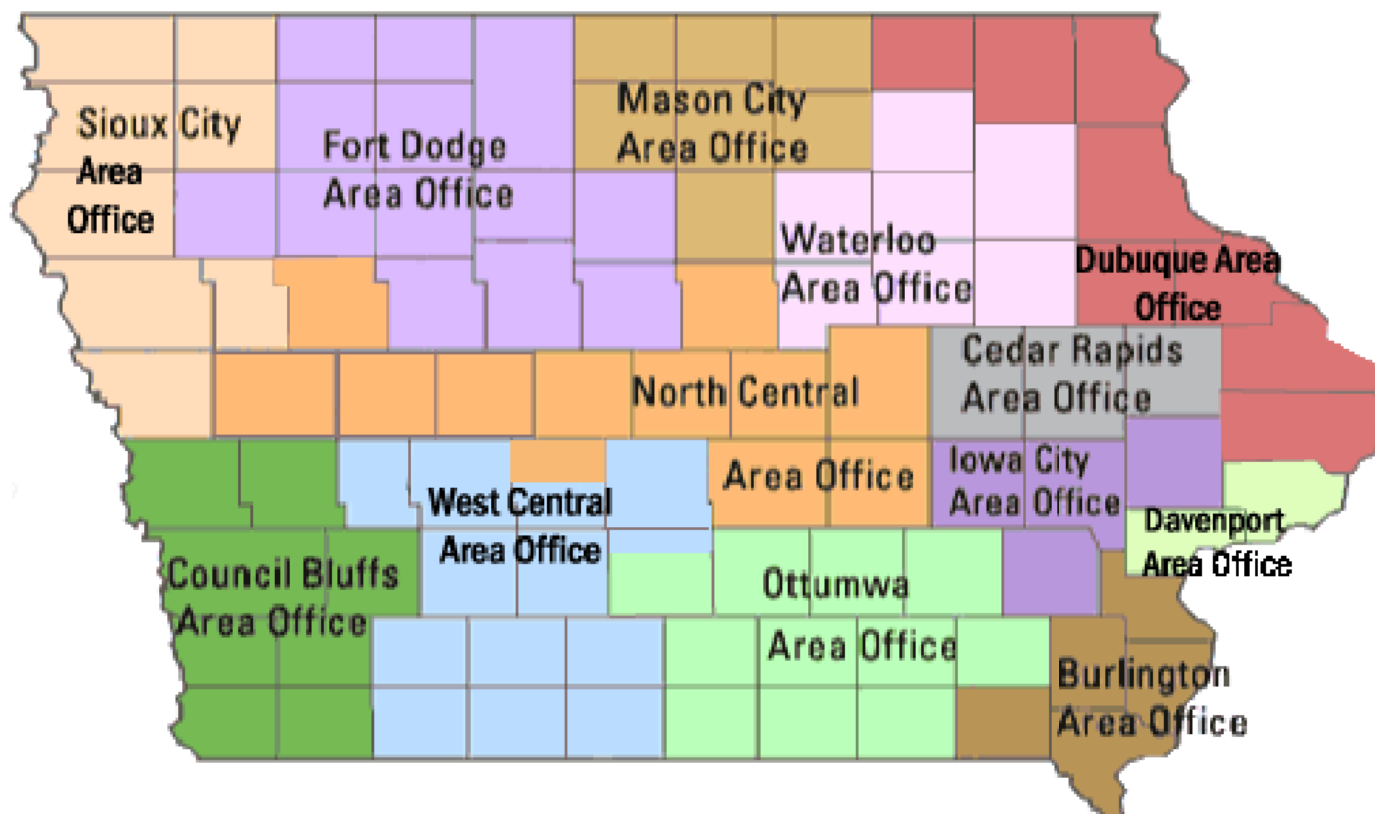
A handwritten signature in cursive script that reads "Tony Bussan". The signature is written in dark ink and is positioned above the printed name.

Tony Bussan

Report prepared for:

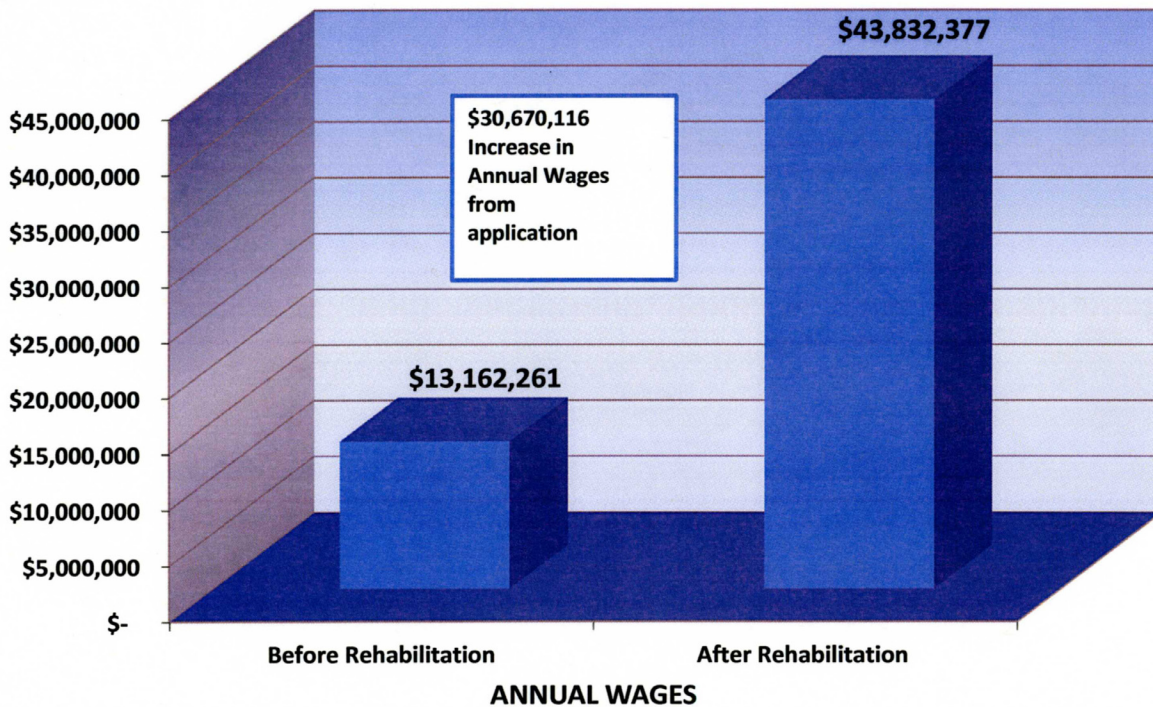
Iowa Education Appropriations Subcommittee

Federal Fiscal Year 2010

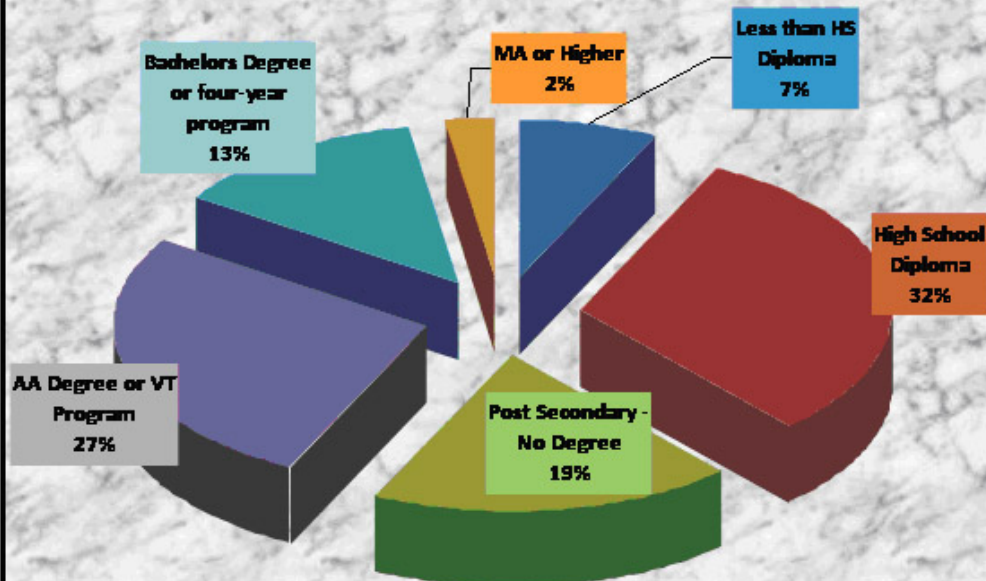


IVRS in 2010

ECONOMIC IMPACT *After Rehabilitation Services*



Hires by Educational Level

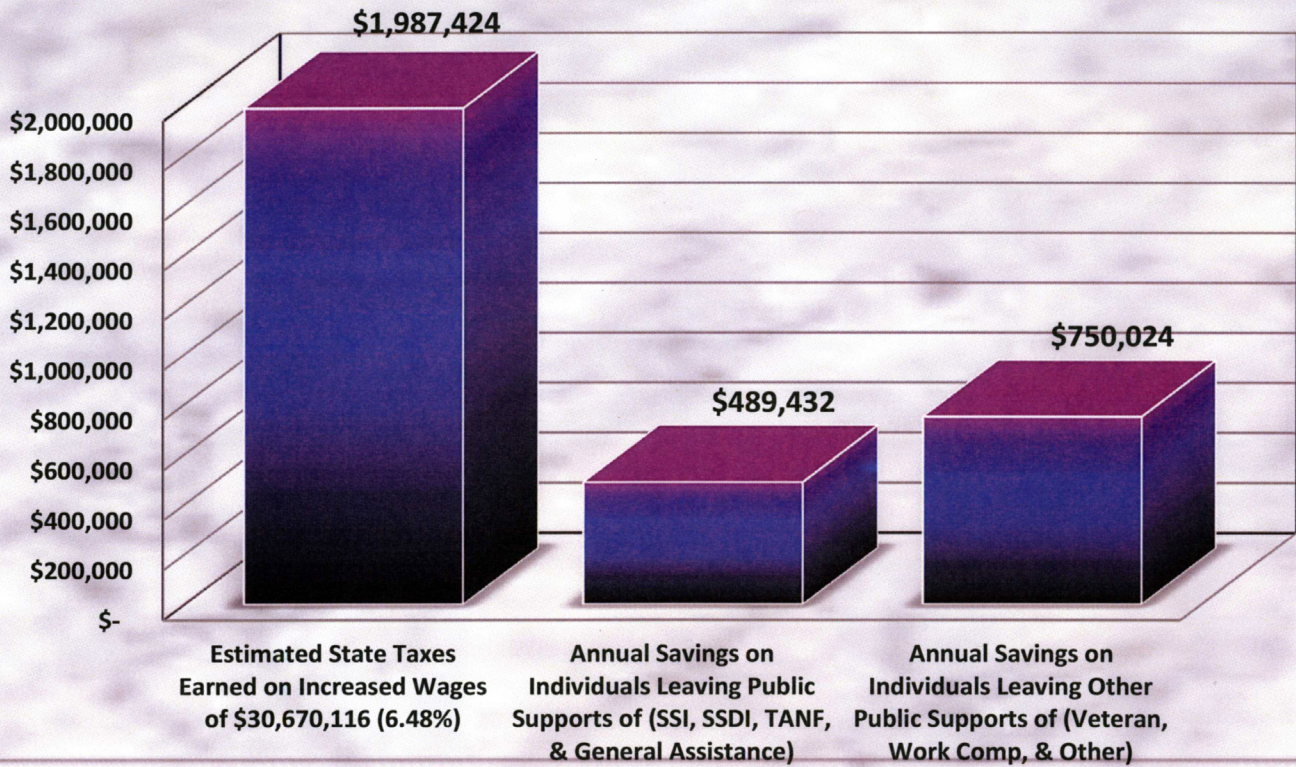


98% of successful closures remain in Iowa

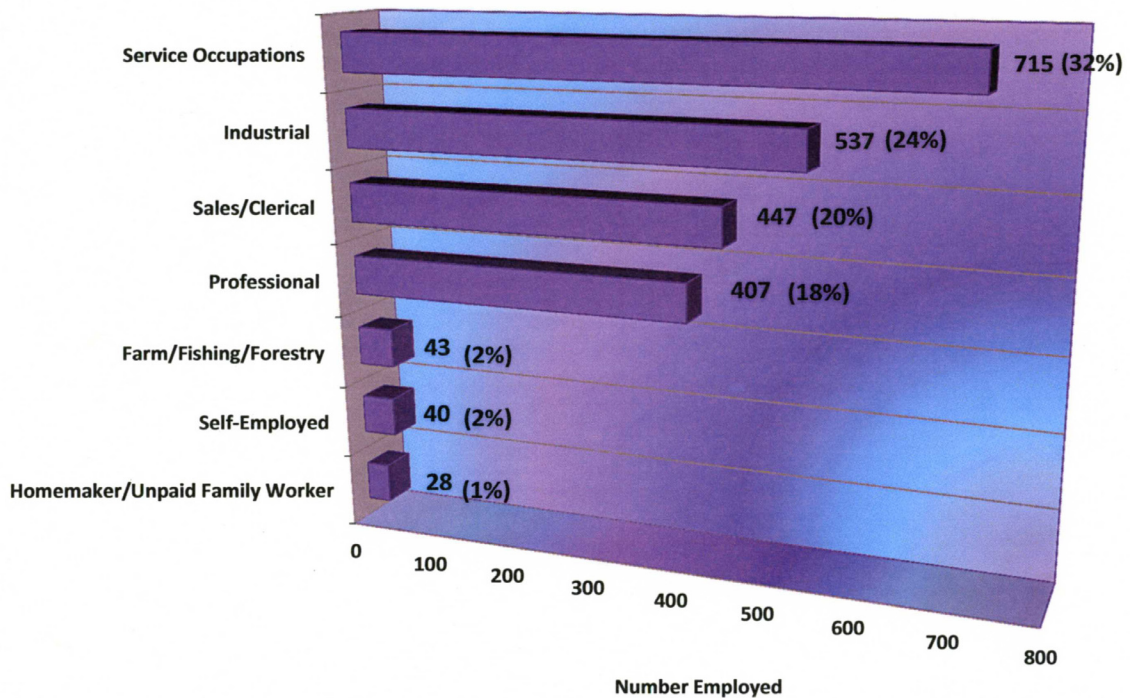
There are **3,825** people on a waiting list to be served by IVRS

After 10 years, the state receives an average **\$294** return on every **\$100** of state appropriation originally invested in VR clients

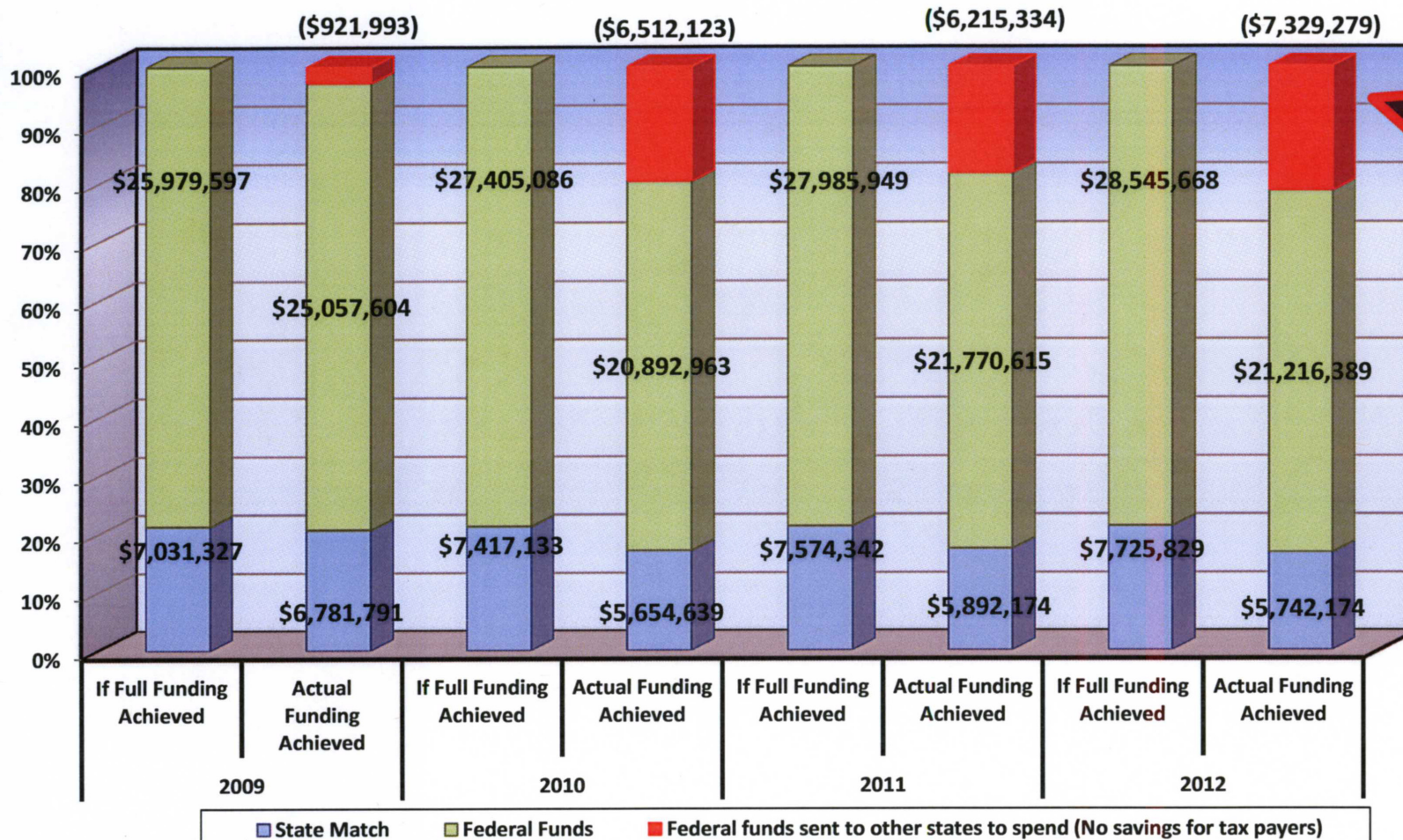
Estimated Increase in State Taxes and Annual Savings on Public Supports



OCCUPATIONS of the 2,217 Individuals Rehabilitated

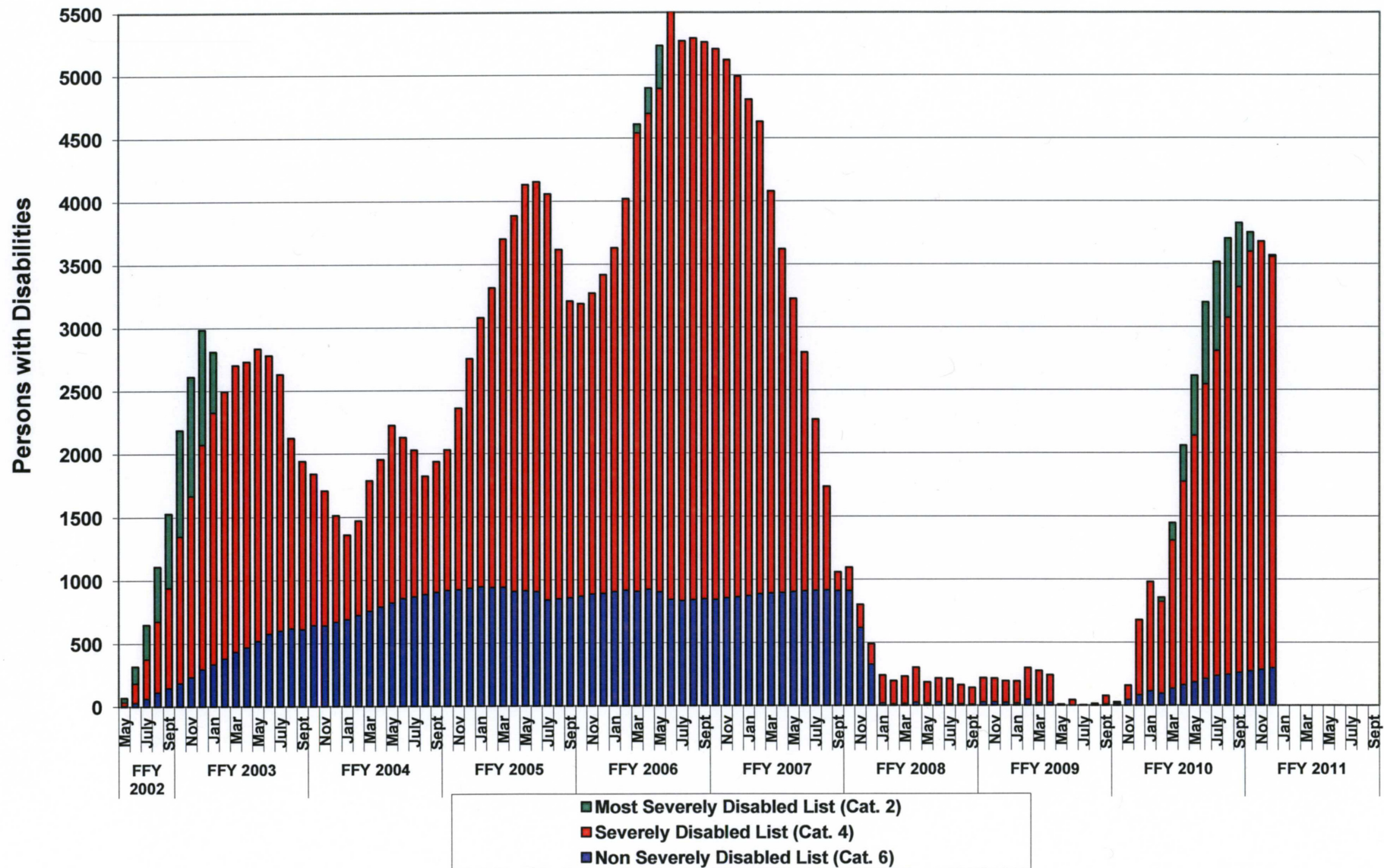


Federal Funds Lost by the State of Iowa that went to Other States to Spend



Federal funds lost and given to other states to spend.

IVRS Waiting List



**Iowa Vocational Rehabilitation Services
Impact of Non-Federal Match Deficits**

		Federal Fiscal Year			
		2009	2010	2011	2012
a.	Federal Funds Allotted to IVRS	\$25,979,597	\$27,405,086	\$27,985,949	\$28,545,668
b.	Non-Federal Match Needed to Earn all Federal Funds Allotted	\$ 7,031,327	\$ 7,417,133	\$ 7,574,342	\$ 7,725,829
$b = a \times .2706480305$					
c.	Match Sources				
	State Appropriation I67: Vocational Rehabilitation	\$5,449,895	\$4,594,092	\$4,908,172	\$4,758,172
	State Appropriation I80: Entrepreneurs With Disabilities	\$155,640	\$139,661	\$126,464	\$126,464
	Other Sources	\$1,176,257	\$920,886	\$857,538	\$857,538
	TOTAL MATCH	\$6,781,791	\$5,654,639	\$5,892,174	\$5,742,174
$c = 77.8\% \text{ of } a$					
d.	Federal Funds Earned and Available for Clients	\$25,057,604	\$20,892,963	\$21,770,615	\$21,216,389
$d = c / .2706480305$					
e.	Federal Funds Not Earned and Available for Clients	\$921,993	\$6,512,123	\$6,215,334	\$7,329,279
$e = a - d$					
f.	Match Deficit	\$249,536	\$1,762,493	\$1,682,168	\$1,983,655
$f = b - c$					
g.	Total Funds Lost (e + f)	\$1,171,529	\$8,274,616	\$7,897,502	\$9,312,934
$g = e + f$					
h.	Maintenance of Effort Deficit	\$0	\$32,119	\$889,617	\$0
i.	Estimated Additional Caseload Capacity	600	3,850	3,950	4,480
j.	Estimated # of Additional IVRS Staff Needed for Additional Caseload	6	40	41	46
k.	Estimated Additional Number of Clients Obtaining Jobs	216	1,386	1,422	1,613
l.	Estimated Economic Impact - Additional First Year wages	\$4,437,720	\$28,511,406	\$29,251,962	\$33,176,909

Vocational Rehabilitation Contributes to Economy

IVRS served 21,887 Iowans during 2010

Rachel is a young woman with Asperger's, a disability that most significantly impacts her social interaction, interpersonal relationships and ability to navigate the large city of Des Moines. She received an excellent education, achieving a Master's degree in Library Science and was provided opportunities to interview at prestigious universities in various areas of the United States. Each interview resulted in a rejection letter and a missed opportunity. Through Iowa Vocational Rehabilitation Services, Rachel received a customized training experience where she learned how to interact more positively with her colleagues and supervisors. After developing more positive work habits and behaviors, she is now working full-time earning \$26,874 annually and contributing to her community in Iowa.

The Federal Government allows for IVRS to receive \$27 million if the State of Iowa would provide \$7.4 million. However, due to a lack of state funding, \$6.5 million of federal money was not matched which would have required \$1,760,000 from the State of Iowa. As a result more than 3,800 individuals like Rachel with varying severity levels remain on the waiting list for services, and that list continues to grow. Individuals like Rachel can either contribute to the economic vitality of the State of Iowa, or require benefit assistance from the State of Iowa.

The choice is a matter of \$450 of state funds per individual on the waiting list or more than that in housing, food stamps, Medicaid, and other benefits needed to live below poverty.

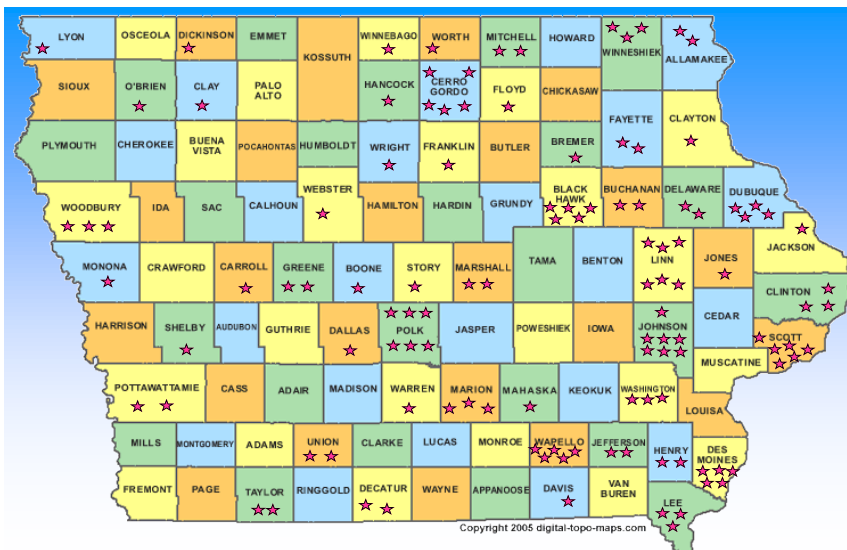
Individuals with disabilities have a network of support in the State of Iowa that helps them remain living in Iowa even after they have achieved their educational goals. Citizens of Iowa with disabilities do not contribute to the brain drain, but if they are left without the necessary support to obtain a job, they have no other choice but to contribute to the dependence upon the State of Iowa.

Iowa Vocational Rehabilitation contributes to the economic recovery of the State of Iowa by helping individuals with disabilities become employed, AND through the economic support given to colleges, retail establishments, business and industry, and community programs that all assist in the individual's rehabilitation plan. The State of Iowa benefits from every dollar provided to match the federal funds due to the community impact of the rehabilitation dollars spent by IVRS:

- Revenue is contributed by the individual with a disability who becomes employed through state payroll taxes (approximately \$3 million);
- Revenue is contributed by the local businesses, training institutions, and retail companies through payroll taxes when IVRS purchases approximately \$13 million in necessary goods or services on behalf of the individual with a disability;
- Revenue is contributed by state employees, who are required by federal law to deliver the services to support individuals with disabilities and contributed a state payroll tax of approximately \$392,000;
- Revenue generated by more than \$10 million, which is the difference of the cost of rehabilitation by IVRS and the income earned by all of the clients whose case was closed successfully;
- Revenue contributed by small businesses developed by IVRS that were successful and drew approximately \$761,000 in total gross earnings;
- Revenue generated from taxes paid by individuals with disabilities who return \$294 on every \$100 of State of Iowa appropriation originally invested on IVRS clients.

If the trend in lack of state funding continues, thousands of individuals similar to Rachel with varying severity levels will not be served. The State of Iowa is at a major crossroads in its history. It can plan for the economic vitality for the future of the State through the development of this committed workforce; or it can continue along the path of eroding the revenues by reducing financial support of IVRS, and consequently individuals with disabilities who are on the waiting list and Main Street where IVRS purchases those necessary goods and services. The economic "web of life" of individuals served by IVRS is the economic "web of life" for the State of Iowa.

IOWA SELF-EMPLOYMENT PROGRAM — WE MEAN BUSINESS!



IVRS received a state appropriation of \$156,128.00 for the Iowa Self Employment program for State Fiscal Year 2011.

IVRS sent \$29,664.00 to the Iowa Department for the Blind as their 19% share of the appropriation. A balance of \$126,464.00 remained for IVRS to use.

This generates \$467,263.00 in federal funds. Added together this is \$593,727.00 available for the program in IVRS.

Helping 117 Iowans achieve success in Self-Employment in FY 2008—2010.

Iowa Senate Statistical Data

Federal Fiscal Year 2010



Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.

Number of
Placements

Average Wages

Average
Number of Hours
Worked

Number of
Individuals on
our Waiting List

Number of
Self-Employed
Individuals
Assisted
FY 2008-2010

District 12	Brian Schoenjahn Chair	198	\$10.07	32	329	12
	Black Hawk County	133	\$10.15	31	222	5
	Buchanan County	19	\$10.62	35	46	2
	Clayton County	15	\$8.43	33	17	1
	Delaware County	17	\$9.86	32	10	2
	Fayette County	14	\$10.56	36	34	2
District 23	Herman Quirmbach Vice Chair	68	\$11.40	34	90	2
	Boone County	9	\$8.73	32	28	1
	Story County	59	\$11.81	34	62	1
District 9	Bill Dix Ranking Member	178	\$10.30	31	258	8
	Black Hawk County	133	\$10.15	31	207	5
	Bremer County	17	\$10.17	34	15	1
	Butler County	14	\$11.64	30	7	
	Fayette County	14	\$10.56	36	29	2
District 42	Shawn Hamerlinck	87	\$10.63	29	200	9
	Clinton County	42	\$10.45	32	54	3
	Scott County	45	\$10.80	26	146	6
District 17	Wally E. Horn	138	\$11.11	33	174	6
	Linn County	138	\$11.11	33	174	6

Iowa House Statistical Data



Iowa
Vocational
Rehabilitation
Services

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Federal Fiscal 2010

		Number of Placements	Average Wages	Average Number of Hours Worked	Number of Individuals on our Waiting List	Number of Self-Employed Individuals Assisted FY 2008-2010
District 96	Cecil Dolecheck Chair	25	\$9.14	34	59	2
	Adams County	7	\$8.48	33	8	
	Montgomery County	8	\$9.01	35	27	
	Ringgold County	7	\$11.02	36	17	
	Taylor County	3	\$6.58	30	7	2
District 54	Ron Jorgensen Vice Chair	93	\$10.03	30	117	3
	Woodbury County	93	\$10.03	30	117	3
District 86	Cindy Winckler Ranking Member	45	\$10.80	26	146	6
	Scott County	45	\$10.80	26	146	6
District 14	Josh Byrnes	143	\$10.52	31	214	8
	Cerro Gordo County	102	\$10.51	32	167	5
	Floyd County	31	\$10.85	31	31	1
	Mitchell County	10	\$9.62	25	16	2
District 98	Greg Forristall	62	\$11.10	36	87	2
	Mills County	7	\$7.40	29	17	
	Pottawattamie County	55	\$11.56	37	70	2
District 65	Ruth Ann Gaines	154	\$12.66	32	203	6
	Polk County	154	\$12.66	32	203	6
District 90	Curt Hanson	53	\$10.96	34	127	7
	Jefferson County	13	\$9.53	32	36	2
	Van Buren County	4	\$11.34	41	11	
	Wapello County	36	\$11.43	34	80	5
District 74	Glen Massie	16	\$10.29	33	16	1
	Warren County	16	\$10.29	33	16	1

Iowa House Statistical Data



Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.

Federal Fiscal Year 2010

		Number of Placements	Average Wages	Average Number of Hours Worked	Number of Individuals on our Waiting List	Number of Self-Employed Individuals Assisted FY 2008-2010
District 29	Nathan Willems	201	\$11.32	33	366	13
	Johnson County	63	\$11.79	32	192	7
	Linn County	138	\$11.11	33	174	6

Area Offices

Burlington Area Office

1000 North Roosevelt
Burlington, Iowa 52601
319-753-2231

Satellite Offices:

Southeastern Community College:
1-319-208-5028;
Mt. Pleasant Mental Health Institute:
1-319-385-9238

Cedar Rapids Area Office

4403 1st Avenue SE, Suite L-10
(Lower Level)
Cedar Rapids, Iowa 52402-3221
319-294-9308

Satellite Office:

Kirkwood Community College:
1-319-398-4925

Council Bluffs Area Office

300 W. Broadway, Suite 33
Council Bluffs, Iowa 51503-9030
712-328-3821 (voice/TTY)

Satellite Offices:

Iowa Western Community College:
1-800-432-5852 Ext. 3280
Clarinda Treatment Complex:
1-712-542-5414
Atlantic (serves Cass and Shelby Counties): 1-712-243-5346

Davenport Area Office

902 West Kimberly Road
Davenport, Iowa 52806
563-445-3280

Satellite Offices:

Scott Community College:
1-563-441-4135
Muscatine (Serves Muscatine County): 1-563-288-6127

Dubuque Area Office

820 Locust Street
Dubuque, Iowa 52001-6705
563-588-4697

Satellite Offices:

Clinton (Serves Clinton and Jackson Counties): 1-563-242-7914
Decorah (Serves Allamakee, Howard and Winneshiek Counties): 1-563-382-9634

Fort Dodge Area Office

Two Triton Circle
Fort Dodge, Iowa 50501
515-573-8175

Satellite Offices:

Algona (Serves Emmet High School, Kossuth and Pocahontas Counties):
1-515-295-7613

Iowa Lakes Community College (Serves Emmet, Palo Alto, and ILCC in Emmet County): 1-712-362-7924

Spencer (Serves Clay and Dickinson Counties): 1-712-262-9585

Storm Lake Service Unit (Serves Buena Vista County): 1-712-732-7238

Cherokee Mental Health Institute (Serves Cherokee County):
1-712-225-6913 (Direct)
712-225-2594 (Hospital)

Iowa City Area Office

1700 South 1st Avenue, Suite 25-D
Iowa City, Iowa 52240
319-354-4766

Mason City Area Office

600 South Pierce Avenue
Mason City, Iowa 50401-4836
641-422-1551

Satellite Office:

North Iowa Community College:
1-641-422-4227
Toll Free 1-888-466-4222 ext. 4227 and 4239

North Central Area Office

1525 Airport Road, Suite 102
Ames, Iowa 50010
515-233-5753

Satellite Offices:

Carroll Service Unit (Serves Audubon, Carroll, Crawford, Perry area in Dallas County, Greene, Guthrie and Sac Counties): 1-712-792-9351

Iowa Valley Community College Service Unit (Serves Jasper, Poweshiek and Tama Counties and East Marshall High School):
1-641-844-5628

Marshalltown Service Unit (Serves Marshall County, Marshalltown High School): 1-641-844-6972

Eldora Service Unit (Serves Hardin County, Ellsworth Community College/ Iowa Falls and West Marshall High School): 1-641-858-5358

Iowa State University Service Unit:
1-515-294-5059

Ottumwa Area Office

651 Indian Hills Drive, Suite 2
Ottumwa, Iowa 52501-1473
641-682-7569 (V/TTY)

Satellite Offices:

Knoxville Service Unit (Serves Marion and Southern Warren - including Indianola - Counties):
1-641-828-6982

Sioux City Area Office

2508 East 4th Street
Sioux City, Iowa 51101-2298
712-255-8871

Satellite Offices:

Sheldon (Serves Lyon, O'Brien, Osceola and Sioux Counties):
1-712-324-4864

Waterloo Area Office

3420 University Ave., Suite D
Waterloo, Iowa 50701-2008
319-234-0319 (Voice/TTY)

Satellite offices:

Independence Service Unit (Serves Buchanan County): 319-334-6318

University of Northern Iowa:
1-319-273-6348

Hawkeye Community College:
1-319-296-2329

West Central Area Office

510 East 12th Street
Des Moines, Iowa 50319
515-281-4211

WATS 1-800-532-1486 (Voice/TTY)

Satellite offices:

Creston (Serves Adams, Clarke, Decatur, Ringgold and Taylor Counties): 1-641-782-8538

Creston Workforce Unit (Serves Union County): 1-641-782-2119 Ext. 36

Des Moines Workforce Service Unit: 1-515-242-0271

Des Moines Area Community College Service Unit: 1-515-964-6366

WATS 1-800-362-2127 Ext. 6366 and 6339

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